

Board of Accountancy

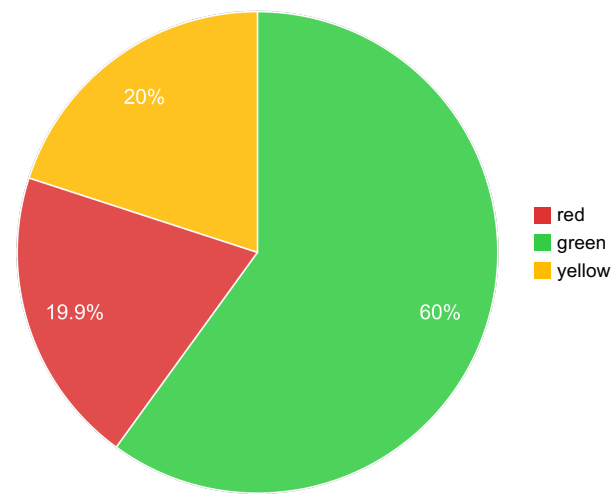
Annual Performance Progress Report

Reporting Year 2026

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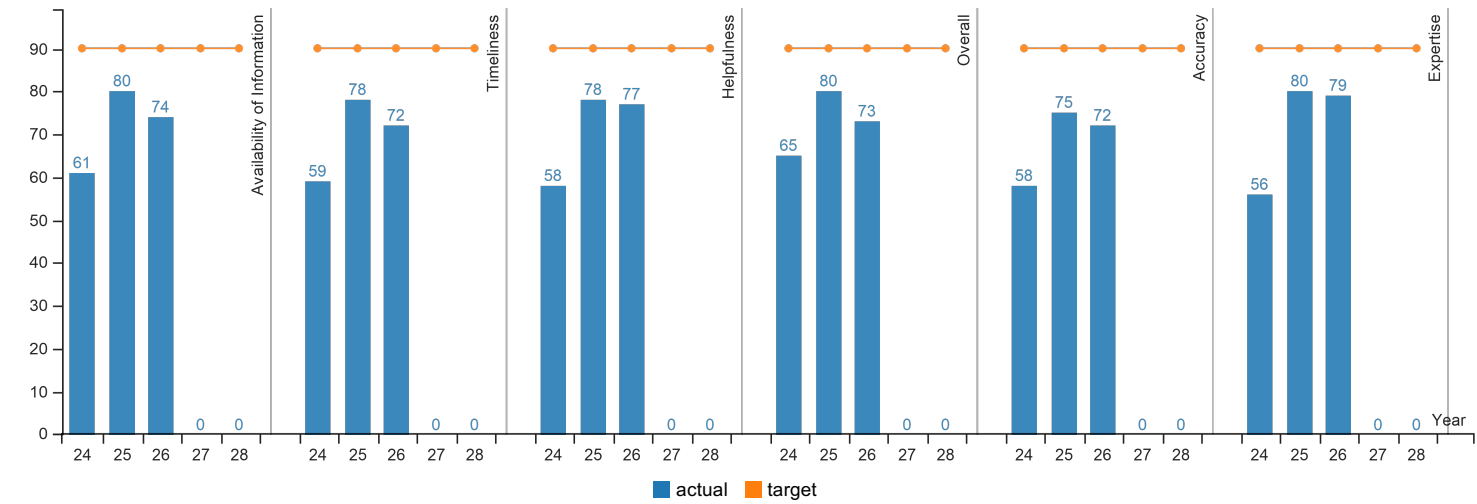
KPM #	Approved Key Performance Measures (KPMs)
1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
4	TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.
5	BEST PRACTICES - Percent of total best practices met by the Board.

Proposal	Proposed Key Performance Measures (KPMs)
New	TIMELY REVIEW OF INITIAL LICENSE APPLICATIONS - The percentage of initial licensure applications for which review commenced within 10 business days of receipt of payment.
New	TIMELY INITIAL LICENSE ISSUANCE - The percentage of applicants issued their initial license within three business days of final approval of the initial licensure application.



Performance Summary	Green	Yellow	Red
	= Target to -5%	= Target -5% to -15%	= Target > -15%
Summary Stats:	60%	20%	20%

KPM #1	CUSTOMER SATISFACTION - Percent of customers rating satisfaction with agency services as "good" or "excellent": overall customer service, timeliness, accuracy, helpfulness, expertise and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2024	2025	2026	2027	2028
Availability of Information					
Actual	61%	80%	74%		
Target	90%	90%	90%	90%	90%
Timeliness					
Actual	59%	78%	72%		
Target	90%	90%	90%	90%	90%
Helpfulness					
Actual	58%	78%	77%		
Target	90%	90%	90%	90%	90%
Overall					
Actual	65%	80%	73%		
Target	90%	90%	90%	90%	90%
Accuracy					
Actual	58%	75%	72%		
Target	90%	90%	90%	90%	90%
Expertise					
Actual	56%	80%	79%		
Target	90%	90%	90%	90%	90%

How Are We Doing

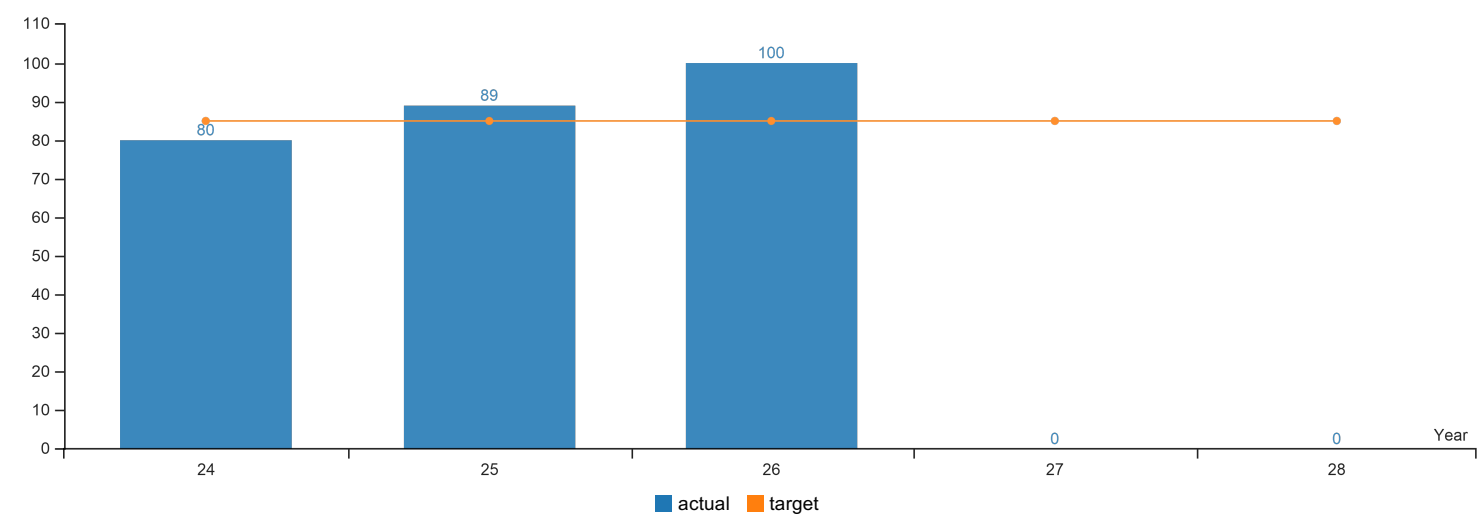
The agency has recovered from the significant underperformance in customer service after the 2022 almost wholesale staff turnover. In FY 2026 that recovery slid back slightly by about 10%. However, the end of the fiscal year did not capture a highly successful licensing renewal season which did not conclude until September 2026 and received very positive customer survey responses that are outside of the FY 2026 report timelines.

Factors Affecting Results

Customer satisfaction includes customer responses to compliance investigations.

KPM #2	TIMELY COMPLAINT RESPONSE - Percentage of complaints filed wherein letters advising the parties of either an inquiry or investigation will be initiated and a letter advising the parties are mailed within five business days of the receipt of the initial complaint.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
TIMELY COMPLAINT RESPONSE					
Actual	80%	89%	100%		
Target	85%	85%	85%	85%	85%

How Are We Doing

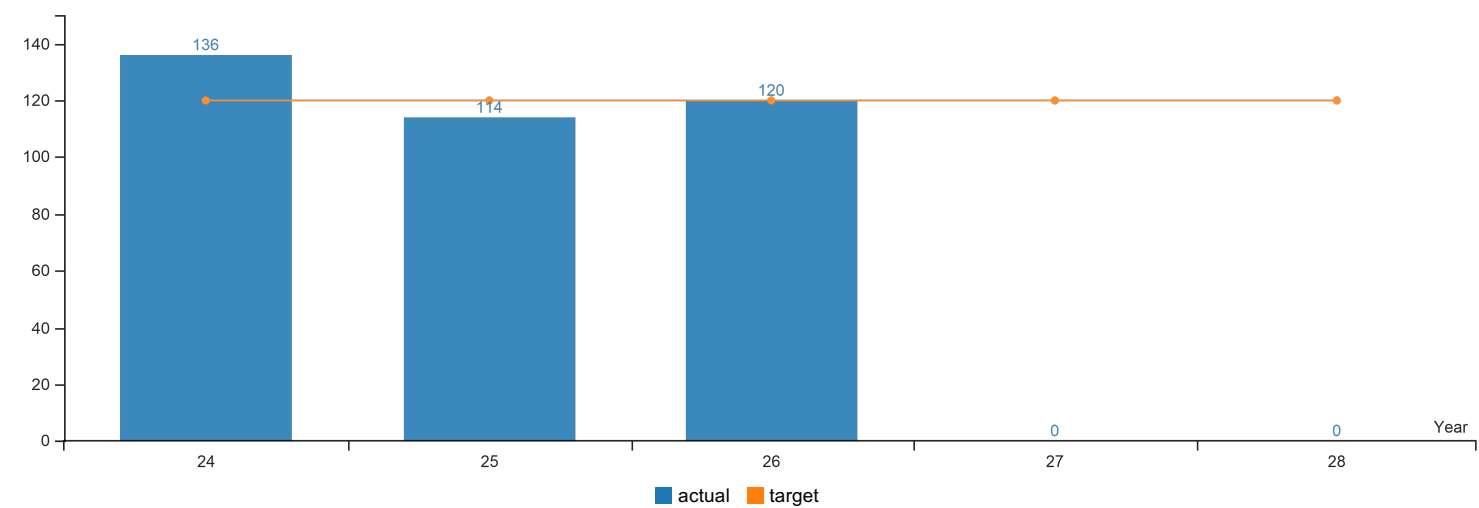
Compliance team has responded to complaints in a timely manner 100% of the time, an agency first.

Factors Affecting Results

Experienced investigator coupled with focused team attention on achieving this target.

KPM #3	TIMELY REVIEW OF NEW COMPLAINTS - Number of days from the date of letter advising parties that an inquiry has been opened to completion of an inquiry report and approval from Director.
	Data Collection Period: Jun 30 - Jul 01

* Upward Trend = negative result



Report Year	2024	2025	2026	2027	2028
TIMELY REVIEW OF NEW COMPLAINTS					
Actual	136	114	120		
Target	120	120	120	120	120

How Are We Doing

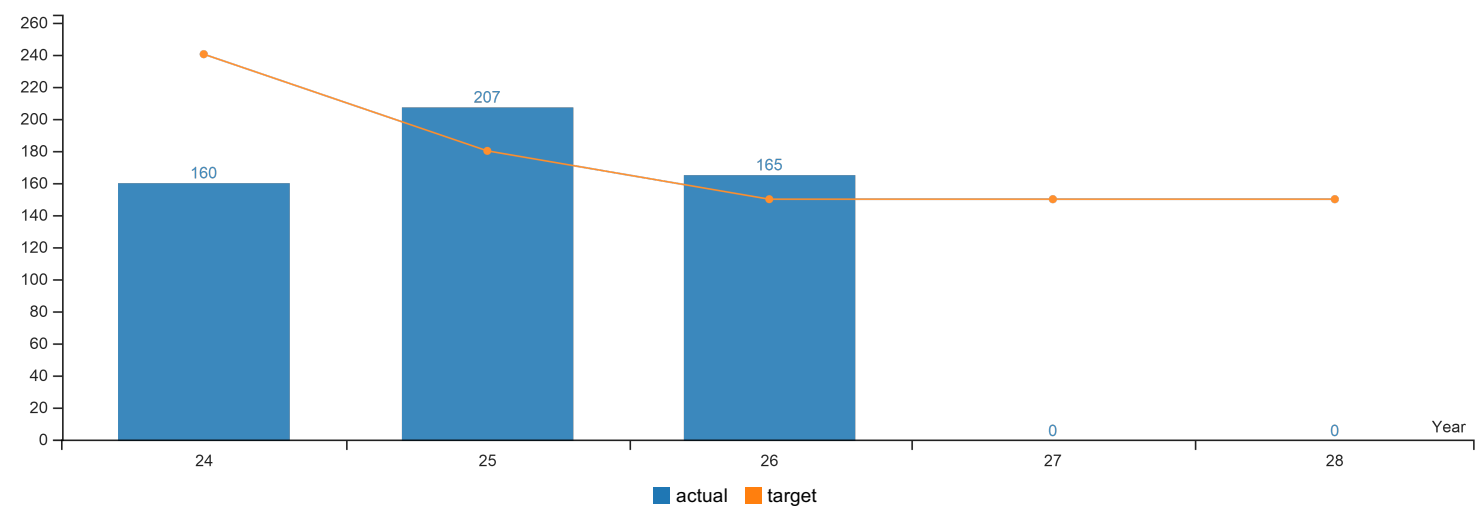
Agency continues to perform at the target rate with this KPM which is a slight decrease in performance from 2025.

Factors Affecting Results

Experienced staff and investigator, collaborative staff meetings.

KPM #4	TIMELY INVESTIGATION - Number of days from the date of letter advising parties that an investigation has been opened to completion of investigation report and approval from Director.
	Data Collection Period: Jan 01 - Jan 01

* Upward Trend = negative result



Report Year	2024	2025	2026	2027	2028
TIMELY INVESTIGATION					
Actual	160	207	165		
Target	240	180	150	150	150

How Are We Doing

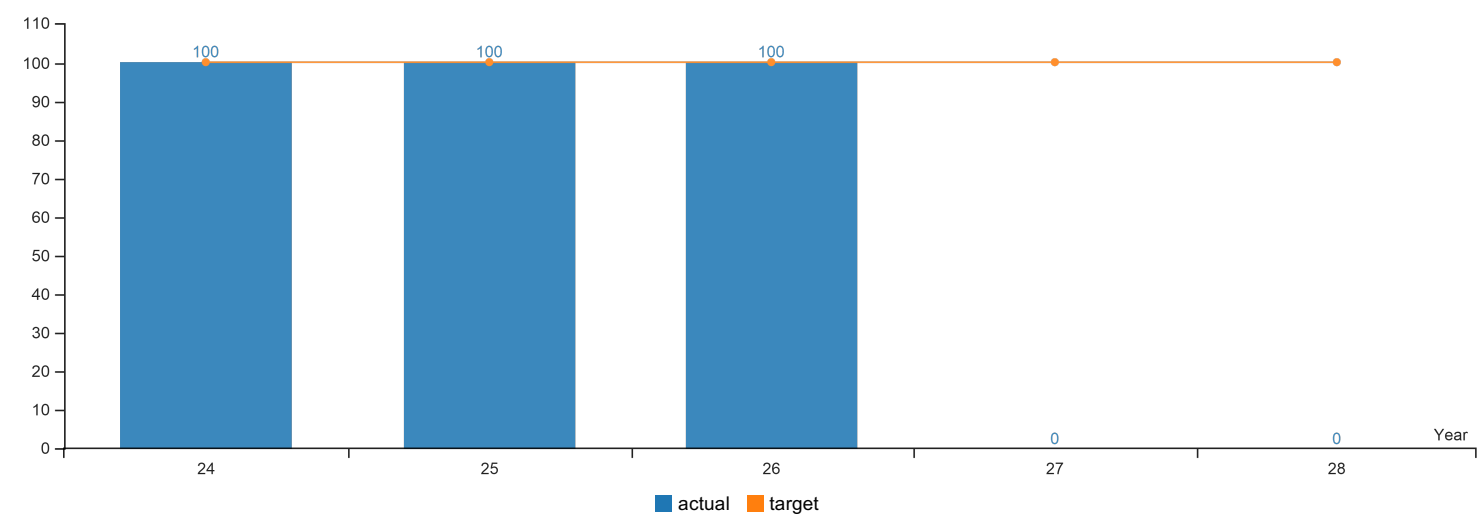
The agency's performance improved and is within 10% of the more aggressive target of 150 days as opposed to 180 days in fiscal year 2025.

Factors Affecting Results

The significantly more aggressive target is suggesting a drop in performance which is misleading, because actual performance increased over FY 2025. That said, the agency's performance is close enough to this more aggressive target that we will work to achieve it fully in future years and will not request an adjustment in the target for this measure.

KPM #5	BEST PRACTICES - Percent of total best practices met by the Board.
	Data Collection Period: Jul 01 - Jun 30

* Upward Trend = positive result



Report Year	2024	2025	2026	2027	2028
BEST PRACTICES					
Actual	100%	100%	100%		
Target	100%	100%	100%	100%	100%

How Are We Doing

Agency continues to meet this target.

Factors Affecting Results

BOA has excellent board leadership and management staff that ensures we meet this target.